

Scenario 1

Sarah Jones is a new hired employee with the State of CA effective 05/02/18 in Bargaining Unit 2. She wants to enroll in Delta Dental PPO (018) with family. Sarah submitted her dental enrollment form to the Personnel Specialist on 05/11/18.

Scenario 2

Brandy Smith accepted a limited term appointment effective 01/01/2016 in bargaining unit 1. 05/01/2016, Brandy accepted a promotion permanent/fulltime appointment in the same bargaining unit. Brandy has met her 24-month restriction to enroll in other dental indemnity plans. Brandy filled out her dental enrollment form to change from DeltaCare USA plan (009) to Delta Dental Basic plan (007). What is the permitting event date for this enrollment?

Scenario 3

Abraham Thomas, was hired with the state effective 01/01/17 as an AGPA in bargaining unit 1. Effective 01/01/18, Abraham received a promotion to become a Staff Services Manager I (CBID S01). Abraham wants to switch from DeltaCare USA plan (009) to Delta Dental Enhanced plan (008).

Scenario 4

William Court, got married on 06/01/2018 and wants to add his spouse to his Safeguard Standard dental plan (016) effective 07/01/2018. His spouse does not have a social security number yet.

Scenario 5

Rose Lovely, is a newly hired employee in bargaining unit 1. She enrolled in DeltaCare USA plan (009). Once the plan became effective in 06/01/2018, Rose called DeltaCare customer service to find the nearest dental office that accepts DeltaCare USA plan. Based on her zip code, the nearest office to accept DeltaCare USA plan is 55 miles away. Rose called the other prepaid plans but based on her zip code, no offices accept prepaid plans. Rose calls you frustrated and wants you to fix the issue. You get in contact with Delta Dental to see what offices are near by her house. Delta Dental states that there is an office that accepts Delta Dental PPO plan (018). What can be done?

Scenario 6

Sophia James recently realized that her 3 children are over the age of 26 and are still on her Premier Access Dental plan (020). She has filled out a Std.692 to remove all 3 of her children. Can this be done?

Scenario 7

George Grey submits his dental enrollment form for open enrollment to add his son to his Western Dental Plan (025). You verify the information in the SCO Payroll Hist screen and you notice that the system states party code 3. You call Western Dental to verify dependents. Western Dental states that the dependents are his spouse (Stacy Grey 07/05/85) and his daughter (Lisa Grey 08/01/10).

Scenario 8

Teresa White wants to add her son to her Western Dental plan (025) on his birthday, which is 06/12/17. Also, she wants to change the dental plan that she is currently in. She found a closer dental office that only accepts DeltaCare USA plan.